

ROWLAND WATER DISTRICT



UNDERSTANDING YOUR WATER BILL

PAYING YOUR BILL IS EASY!

At Rowland Water District, we offer a variety of ways to pay your bill:



ONLINE:

Create an account
by visiting
www.rowlandwater.com.



AUTOPAY:

Fill out an enrollment form
at www.rowlandwater.com
to have payments
automatically deducted
from your checking account.



BY PHONE:

Have your account
information
handy and call
(855) 288-0679.



BY MAIL:

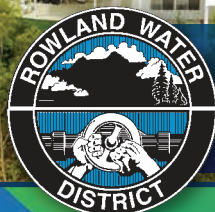
Send to
P.O. Box 513225
Los Angeles, CA
90051-3225



IN PERSON:

Stop by
the Rowland Water
District office, located at
3021 Fullerton Road.

For more information, please contact us at 562-697-1726 or visit www.rowlandwater.com.



ROWLAND WATER DISTRICT

3021 FULLERTON ROAD
ROWLAND HEIGHTS, CA 91748

At Rowland Water District, we know navigating your water bill can feel complicated. We hope this information will help you better understand your bill, including your water usage, the different types of charges, and how to pay your bill.

WATER RATES AND CHARGES

Where does my money go?

Your bill is made up of variable and fixed rates, and includes three types of charges.



A **variable rate** is determined by how many units of water you use. It consists of three tiers. As water use increases, higher rates are charged. Tiered rate structures are designed to encourage efficient water use.



BASIC CHARGE – A variable amount that is based on the total number of units of water used during the billing period and the water cost.



ZONAL CHARGE – A rate charged for each unit of water supplied that covers the cost of pumping water to your home. This rate varies per customer depending at what elevation you live. It costs more to move water to higher elevations.



A **fixed rate** stays the same every month, no matter how much water you use. The service charge on your bill is a fixed rate.

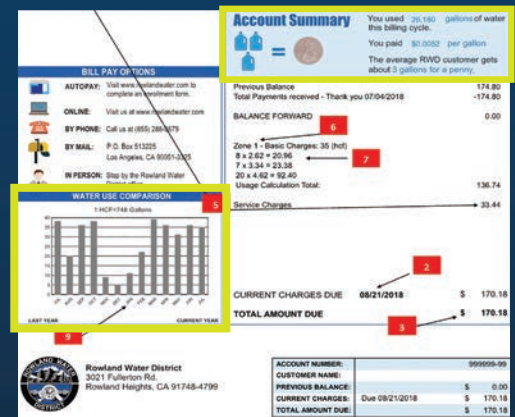


SERVICE CHARGE – A fixed amount based on the size of your meter. Service charges cover the operational costs of providing water to your home, including water storage facilities, pumping maintenance, water testing and meter reading.

DID YOU KNOW?

As a public agency, Rowland Water District can only charge its customers for the costs associated with providing water services. Revenue generated from billing is directly equal to the expense of providing safe and reliable water service. We cannot earn a profit from providing services.

REMEMBER! 1 HCF (hundred cubic feet) = 748 gallons of water



You can compare your current water usage to the same time last year using the comparison graph on your bill.

You can also see how much you're paying per gallon, compared to how much the average customer pays.

LOOKING FOR MORE DETAIL? Visit www.rowlandwater.com for more information, including specific rates per zone and tier level.

CONTACT US

Customer Service: (562) 697-1726
Rowland Water District
3021 Fullerton Road, Rowland Heights, CA 91748

Hours: 8 a.m. to 5:30 p.m.
Monday – Thursday
Closed on alternating Fridays